



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200
Greenbelt, Maryland 20770
phone: 301-459-7590, fax: 301-577-5575
internet: www.jsitel.com, e-mail: jsi@jsitel.com

October 11, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Vermont Telephone Company, Inc.
Study Area Code 147332**

Dear Ms. Dortch:

On behalf of Vermont Telephone Company, Inc. “Vermont Telephone”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Vermont Telephone seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	147332
<015> Study Area Name	VERMONT TEL. CO-VT
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Fran Stocker
<035> Contact Telephone Number: Number of the person identified in data line <030>	802-885-7745
<039> Contact Email Address: Email of the person identified in data line <030>	stockerf@vermontel.com

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed <input type="text" value="0.125"/>		
<420> Mobile <input type="text"/>		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed <input type="text"/>		
<450> Mobile <input type="text"/>		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <input type="text" value="147332vt510"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <input type="text" value="147332vt610"/> (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets
 <114> Report how much universal service (USF) support was received
 <115> How (USF) was used to improve service quality
 <116> How (USF) was used to improve service coverage
 <117> How (USF) was used to improve service capacity
 <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

<010>	Study Area Code	147332
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[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	802-885-7745
<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com
<810>	Reporting Carrier	Vermont Telephone Company, Inc.
<811>	Holding Company	Vermont National Telephone Company, Inc.
<812>	Operating Company	Vermont Telephone Company, Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	147332
<015>	Study Area Name	VERMONT TEL. CO-VT
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<030>	Contact Name - Person USAC should contact regarding this data	Fran Stocker
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<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
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July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	147332
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<030>	Contact Name - Person USAC should contact regarding this data	Fran Stocker
<035>	Contact Telephone Number - Number of person identified in data line <030>	802-885-7745
<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	147332vt1210 Name of attached document (.pdf)
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<1220>	Link to Public Website	HTTP
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“Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<035>	Contact Telephone Number - Number of person identified in data line <030>	802-885-7745
<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

--

Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p>	<input type="checkbox"/>
<p>(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Listing Required Information</p>	<input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation (3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications (3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows (3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: (3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, (3023) Underlying information subjected to a review by an independent certified public accountant (3024) Underlying information subjected to an officer certification. (3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>	<p>Name of Attached Document Listing Required Information</p>	<p>147332vt3017</p> <input type="checkbox"/> (Yes/No) <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>(3026) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p>	

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

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<039> Contact Email Address - Email Address of person identified in data line <030>	stockerf@vermontel.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	VERMONT TEL. CO-VT
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/11/2013
Printed name of Authorized Officer:	Frances Stocker
Title or position of Authorized Officer:	Chief Financial Officer
Telephone number of Authorized Officer:	802-885-7745
Study Area Code of Reporting Carrier:	147332 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	VERMONT TEL. CO-VT
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/11/2013
Printed name of Authorized Agent or Employee of Agent:	Amanda Molina
Title or position of Authorized Agent or Employee of Agent	Consultant Revenue Requirements
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	147332 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(200) Service Outage Reporting (Voice)

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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$\langle 220 \rangle$

<a>

<b1>

<b2>

<b3>

<b4>

<c1>

<c2>

<d>

<E

<f>

[illegible]

Vermont Telephone Company, Inc.’s demonstration of complying with applicable service quality standards and consumer protection rules:

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Vermont Telephone Company, Inc. (“Vermont Telephone”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Vermont Public Service Board (PSB) Rules 7.500 and 7.600, which discloses rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers as identified in Docket 5903, Attachment 2, Consumer Protection Standards, protection

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

against cramming and other deceptive practices as identified in PSB Rule 4.700; (3) truth-in-billing requirements as identified in PSB Rule 4.700; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Vermont Telephone Company, Inc.'s Ability to Function in Emergency Situations

Vermont Telephone Company, Inc. hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2).¹ The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

(800) Operating Companies

Data Collection Form

FCC Form 481

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July 2013

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<811>	Holding Company	Vermont National Telephone Company, Inc.
<812>	Operating Company	Vermont Telephone Company, Inc.

[illegible]

01/24/96 04:46 FAX 802 885 4929

VTEL

003

Vermont P.S.B. No. 1
Vermont Telephone Co., Inc.

Section 4
Second Revised Sheet 6

4. LOCAL EXCHANGE TELEPHONE SERVICE

4.8 Local Flat Rate Service Rates

4.8.1 Residential Flat Rate Service

(C)

4.8.1 Business Flat Rate Service

(C)

SCHEDULE A - RESIDENTIAL AND BUSINESS SERVICE

(N)

TELEPHONE RATE CLASSIFICATIONS

<u>Rate Group</u>	<u>Base Rate Area</u>	<u>Zone A</u>	<u>Zone B</u>	<u>Zone C</u>
Residence	\$12.70	\$13.90	\$16.30	\$19.90
Business	\$23.25	\$26.60	\$28.05	\$30.80

(N)

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4. LOCAL EXCHANGE TELEPHONE SERVICE

4.11 Lifeline Telephone Service / Vermont Universal Service Fund

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4.11.1 Lifeline Telephone Service

Lifeline Telephone Service consists of a waiver of the monthly "Federal Subscriber Line Charge." In addition, there is a reduction equal to the greater of \$7.00 or 50% per month in the local exchange rate, including zone charges. These credits are effective with bills rendered on, or after the effective date of this tariff. In no event shall the basic monthly exchange charge be reduced below zero. (C)

This service is restricted to residential subscribers. To qualify for lifeline service rates, a subscriber must be income-eligible and must apply through the Vermont Department of Prevention, Assistance, Transition and Health Access or the Department of Taxes. The subscriber's name must then be provided to the Telephone Company by the Vermont Department of Prevention, Assistance, Transition and Health Access on a list of eligible participants. The list will be updated monthly and reconciled quarterly. Seasonal customers are ineligible for lifeline service. (C)

Vermont Universal Service Fund

All residence and business customers are subject to a Vermont Universal Service Fund surcharge. The surcharge is applied as a percentage (set by Vermont Department of Public Service and approved by Vermont Public Service Board) on most services contained in this tariff. Those services not subject to the surcharge are noted throughout the tariff. (C)

4.11.2 Responsibility of the Subscriber

Proof of eligibility for the Lifeline rate is provided to the Company by the Vermont State Department of Prevention, Assistance, Transition and Health Access. All questions of eligibility should be directed to the State Department of Prevention, Assistance, Transition and Health Access. (C)

4.11.3 Responsibility of the Telephone Company

The Company will reconcile quarterly the list of eligible telephone numbers within each local exchange. If a subscriber is identified as being ineligible, Lifeline rate treatment will be discontinued. The Telephone Company will not be held liable for errors in the identification of eligible customers. Its liability will be limited to reasonable and prudent handling of the information provided by the Department of Prevention, Assistance, Transition and Health Access. (C)

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4. LOCAL EXCHANGE TELEPHONE SERVICE

4.13 Non-Optional Measured Service

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4.13.3 Rates (Cont'd)

(C) Application of Local Usage Charges

- (1) Messages are billed on a per minute basis, with the time of connection determining the per minute rate. In the event that a minute of use is split between two rate periods, the rate in effect at the start of that minute applies. Peak and off-peak period time frames apply as specified below:

<u>Time Applicable</u>	<u>Mon</u>	<u>Tues</u>	<u>Wed</u>	<u>Thurs</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun</u>
8:00 am to 8:00 pm						*****	*****
						*****	*****

8:00 pm to 8:00 am	*****					*****	*****
	*****					*****	*****

(2) Local Usage Charges

	<u>Per Minute</u>
<u>Peak Period</u>	<u>Off-Peak Period</u>
\$0.022	\$0.005

(3) Caps On Local Usage Charges

The local usage charges in (2) above will be capped for calls and corresponding minutes made to all local call routes of the Company, including the home exchange.

The following usage caps will apply:

Residence, per line	\$25.00 per month	(C)
PlainTalk@Home, per line	\$15.00 per month	(C)
Business, per line (including PBX trunks)	\$35.00 per month	(C)
PlainTalk@Work, per line	\$15.00 per month	(C)

Usage caps will not apply to the following forms of service:

1. Public Pay Stations
2. Semi-Public Pay Stations
3. Public Access Lines (COCOTs)
4. Customer requested and Company provisioned multi-path remote call forwarding service to a pre-selected telephone number.

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J. Michel Guité
President

Vermont P.S.B. No. 1
Vermont Telephone Co., Inc.

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4.14 VTel Plain Talk Service 2002 JUN 14 A 11:16

4.14.1 GENERAL

- (1) VTel Plain Talk Service is an optional local calling plan offered, subject to availability of facilities, as a supplement to one-party residence and business telephone exchange service.
- (2) This service provides for twenty hours of local calling from the customer's originating exchange to exchanges within the customer's local calling area as specified in Section 4.7. Message time in excess of the twenty hour allowance is charged for at the per minute rates shown in Section 4.13.3. Customers subscribing to Digital Subscriber Line (DSL) service will receive 8000 minutes of local calling when subscribed to Plain Talk Service. (T)
- (3) VTel Plain Talk Service rates apply only to customer-dialed station-to-station sent-paid calls when facilities are available for customer dial completion. The rates also apply to operator-completed station-station sent-paid calls for handicapped persons unable to dial calls because of their handicap. All other calls are charged for at the rates specified in Section 7.1.2. (T)
- (4) Accumulation of message time is done on a whole minute basis. Individual messages with fractional totals are rounded to the next higher minute.
- (5) There are no time of day restrictions with VTel Plain Talk Service.
- (6) VTel Plain Talk Service is not available for person-person, collect, charge to a calling card number, third party telephone number, conference or other calls which normally require an operator.
- (7) Subscribers to VTel Plain Talk Service may also subscribe to the Plain Talk Feature Package and are eligible for Plain Talk Additional Line discounts. Business and Residential packages and rates are set forth in Section 4.14.2 following. The calling allowance is applied in aggregate across all lines in the account subscribed to the Plain Talk Feature package.
- (8) Plain Talk subscribers who also have DSL service are eligible for the Additional Line discount with or without subscription to the ValuPak feature package.

4.14.2 RATES AND CHARGES

- (1) VTel Plain Talk Service is provided at the following rates, which are inclusive of rates and charges for associated one-party main telephone exchange service. This rate does not include associated services, as appropriate.
- (2) The one time charge as specified in Section 6.1.2.B applies when VTel Plain Talk Service is ordered subsequent to the installation of a network access line.

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Michel Guité
President

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Vermont Telephone Co., Inc.

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4.14.2 RATES AND CHARGES (cont.)

- (3) During the period March 11, 2002 through December 31, 2002 the one time charge is waived when VTel Plain Talk Service is ordered subsequent to the installation of a network access line.

Local Dial Tone Plus	Residential	\$20.00 Monthly*
20 Hour Local Calling Allowance	Business	\$30.00 Monthly*
Local Dial Tone Plus DSL	Residential	\$20.00 Monthly*
8000 Minute Local Calling Allowance	Business	\$30.00 Monthly*

(T)
|
(T)

* Applicable whether or not calls are made. Each additional minute or fraction thereof charged at rates specified in Section 4.13.3.

- (4) ValuPak Feature Bundle – the following feature packages are available in conjunction with VTel Plain Talk Service for both primary and discounted Plain Talk Additional Lines.

ValuPak@Home	Call Waiting Conference Calling Return Call (*69) Repeat Dial TeenLine Call Trace Caller ID Name Caller ID Number Home Intercom Service No Receiver Off Hook Residential Call Hold	Call Forwarding Remote Access to Call Forwarding Call Forward Don't Answer Selective Call Forwarding Selective Call Acceptance Selective Call Rejection Anonymous Caller Rejection Priority Ringing/Call Waiting Speed Dialing Long Speed Dialing Short	\$2.00 Monthly
ValuPak@Work	Call Waiting Conference Calling Call Transfer Return Call (*69) Repeat Dial Distinctive Ringing Caller ID Name Caller ID Number Intercom Trunk Hunting Call Hold	Call Forwarding Remote Access to Call Forwarding Call Forward Don't Answer Selective Call Forwarding Selective Call Acceptance Selective Call Rejection Music On Hold Speed Dialing Long Speed Dialing Short Call Pick Up	\$2.00 Monthly

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Michel Guité
President

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VERMONT TELEPHONE COMPANY, INC. (SAC 147332)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY